State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Financial Assistance Program

Addendum 1

Date Issued: October 2, 2009

To

Request for Proposals

RFP No. HMS 903-10-03-S
Social Security Advocacy Project
Issued on October 2, 2009

October 2, 2009

ADDENDUM NO. 1
To
REQUEST FOR PROPOSALS
Social Security Advocacy Project Services
RFP No. HMS 903-10-03-S

The Department of Human Services, Benefit, Employment and Support Services Division, Financial Assistance Program Office is issuing this addendum to RFP Number HMS-903-10-03-S, Social Security Advocacy Project Services, for the purpose of:

☒ Responding to questions that arose at the orientation meeting of October 9, 2009 and written questions subsequently submitted in accordance with Section 1-V, of the RFP.

☒ Amending the RFP.

☐ Final Revised Proposals

The proposal submittal deadline:

☐ is amended to <new date>.

☒ is not amended.

☐ for Final Revised Proposals is <date>.

Attached are:

☐ A summary of the questions raised and responses for purposes of clarification of the RFP requirements.

☐ Amendments to the RFP.

☐ Details of the request for final revised proposals.

If you have any questions, please contact:
Ms. Sally Ang
(808) 586-5733
sang@dhs.hawaii.gov
Department of Human Services
Benefit, Employment and Support Services Division
Financial Assistance Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

Responses to Questions Raised by Potential Offerors For:
RFP No.: HMS 903-10-03-S
RFP Title: Social Security Advocacy Project Services

1. **Question: Do I need to provide hard copies of tax clearances if I am registered with Hawaii Compliance Express (HCE)?**

   Response: Registration with HCE meets online proof of Department of Taxation (DOTAX) and Internal Revenue Service (IRS) tax clearance, Department of Labor and Industrial Relations (DLIR) labor law compliance, and Department of Commerce and Consumer Affairs (DCCA) good standing compliance. Hard copies of tax clearances are not necessary.

2. **Question: In providing outer island services (e.g. Molokai), can personnel be shared, with one person working part-time for the contractor at a facility to schedule appointments as a sub-contractor?**

   Response: Yes, a contractor may sub-contract a person in a facility on the island to make appointments conveniently; and an advocate would "be available on the island" for the appointment and could fly in for that service.

3. **Question: How long are the terms of the contract?**

   Response: The initial term of the contract is for two years, starting from February 14, 2010 to February 13, 2011 and from February 14, 2011 to February 13, 2012 with three possible extensions of one year each, for a total of five years.

4. **Question: Could our proposal offer more to the scope listed in the Request For Proposal (RFP)?**

   Response: Yes. The minimum service activities sought by the Department is listed on Section 2, III-A of the RFP. A contractor may offer or propose additional service of they wish. Any other service proposed by a contractor will be considered at the time of the evaluation.

5. **Question: What is the client base for this RFP? Does this include people applying for care homes or self-referrals?**

   Response: Any GA, TANF, TAONF and ABD applicants and recipients are referred to the Social Security Advocacy Project Contractor by First-to-Work Case Managers or Eligibility Workers. QUEST recipients and Aid to the Disabled Review Committee (ADRC) referred high-use clients are included. Self referral or Facility referral would be included if they are a GA/TANF/TAONF/ABD applicant or recipient. The Contractor will assess the referrals to determine their client base.

6. **Question: What information is required for claims to be successfully paid?**

Response: The Contractor will be paid at the level of the reimbursement rate listed on the invoice for recipients who were approved SSI. Awards will not be made for clients who do not qualify for financial assistance. For example, the Contractor will not be paid for a GA applicant who was approved for SSI but was not approved for financial assistance.

7. Question: What is included in the monthly report?

Response: The reporting requirements will be in the Scope of Service of the contract. The list below includes some of the information that will be required but is not limited to the following:

- Number of referred cases by program type;
- The level of representation;
- Number of cases not accepted by Contractor and reason;
- Number of pending cases;
- Number of closed cases;
- Number of reconsideration reviews handled
- Number of administrative hearings
- Case Disposition and percentage of results;
- Initial date of application for SSI;
- Date of final determination; and
- Length of time for disposition.

8. Question: What is "claims successfully paid"?

Response: This refers to awards and the indicator for level of reimbursement rate for invoices.

9. What is the number of monthly referrals for staffing purposes?

Response: The monthly referrals by the EW and the FTW Case Managers vary each month. The monthly average for fiscal year 2009 was 72.

10. Does "provide outreach training to department designated personnel when necessary" include conducting training in all DHS offices and how often?

Response: There are no specific guidelines for this requirement but will be evaluated by comparative proposals.

11. Question: Under "Personnel" do the requirements include ADA/Civil rights compliance accommodations?

Response: Yes.

12. Can a translator be provided by Bilingual Access Line?

Response: Yes.

13. **Question: What determines compensation?**

Response: Compensation is paid when invoiced for a qualifying client who is a GA, TANF, TAONF or ABD recipient who has signed a State Loan agreement and becomes eligible for SSI and the State receives a reimbursement for the financial assistance benefits.

14. **Question: What is the start date for "90 days to establish facilities"?**

Response: Start date is the date of award, tentatively in December.

15. **Question: How will we be notified of the award?**

Response: A Statement of Findings and Decision letter will be sent to all parties submitting proposals.